

Transforming
Lives

Consumer Directed Employer Tribal Summit

May 21, 2021



What is the CDE?

The Consumer Directed Employer (CDE) project will transfer the employer support responsibilities of Individual Providers (IPs) from DSHS and AAA case management staff to a contracted vendor. The contracted CDE vendor is Consumer Direct Washington (CDWA).

Why a CDE?

To build capacity for DSHS and AAA staff to focus on case management activities by removing the IP administrative related tasks, affording more time for staff to support clients in their ability to live safe, happy, and independently in their home.

CDE Implementation

What stays the same

- Case Managers do the CARE assessment and develop care plans with the clients
- IP training requirements
- IP cumulative pay rates, career hours, and paid time off (PTO)
- Clients select, schedule & manage the work of IPs
- Clients can still receive service from an IP or through a Home Care Agency
- Clients and IPs can still use Carina

What will change

- The Consumer Directed Employer (CDE) will:
 - Be the legal employer of IPs
 - Manage IP payroll, background checks, and track IP training compliance
 - Perform the functions of the Home Care Referral Registry
- IPs will go thru a hiring process with CDWA and will no longer contract with DSHS
- Pay periods will change to every other week
- Electronic Visit Verification (EVV) through the CDE's EVV app
- Live-in exempt IPs will submit hours weekly in CDWA's Portal

CDE Rollout

CDE Rollout

	Approx. # IPs	Time Capture Start Date	Counties
Pilot	250	October 2021	Lewis, Mason, Thurston
Phase 1	15,800	February 2022	Ferry, Island, Kitsap, Lewis, Mason, Pend Oreille, Pierce, San Juan, Skagit, Spokane, Stevens, Thurston, Whatcom, Whitman
Phase 2	29,800	April 2022	Adams, Asotin, Benton, Chelan, Clallam, Clark, Columbia, Cowlitz, Douglas, Franklin, Garfield, Grant, Grays Harbor, Jefferson, King, Kittitas, Klickitat, Lincoln, Okanogan, Pacific, Skamania, Snohomish, Wahkiakum, Walla Walla, Yakima

Pilot and Hiring Phases

County where the Client lives determines phase for Client and their IP(s).



Pilot: Clients and ~200 associated IPs

Participating Counties

-  • Lewis
- Mason
- Thurston

Initial Communication: **July 1, 2021**
Time Capture: **October 1, 2021**

Phase 1: Clients and ~16,000 associated IPs

Participating Counties

-  • Ferry
- Island
- Kitsap
- Lewis
- Mason
- Pend Oreille
- Pierce
- San Juan
- Skagit
- Spokane
- Stevens
- Thurston
- Whatcom
- Whitman

Initial Communication: **November 1, 2021**
Time Capture: **February 1, 2022**

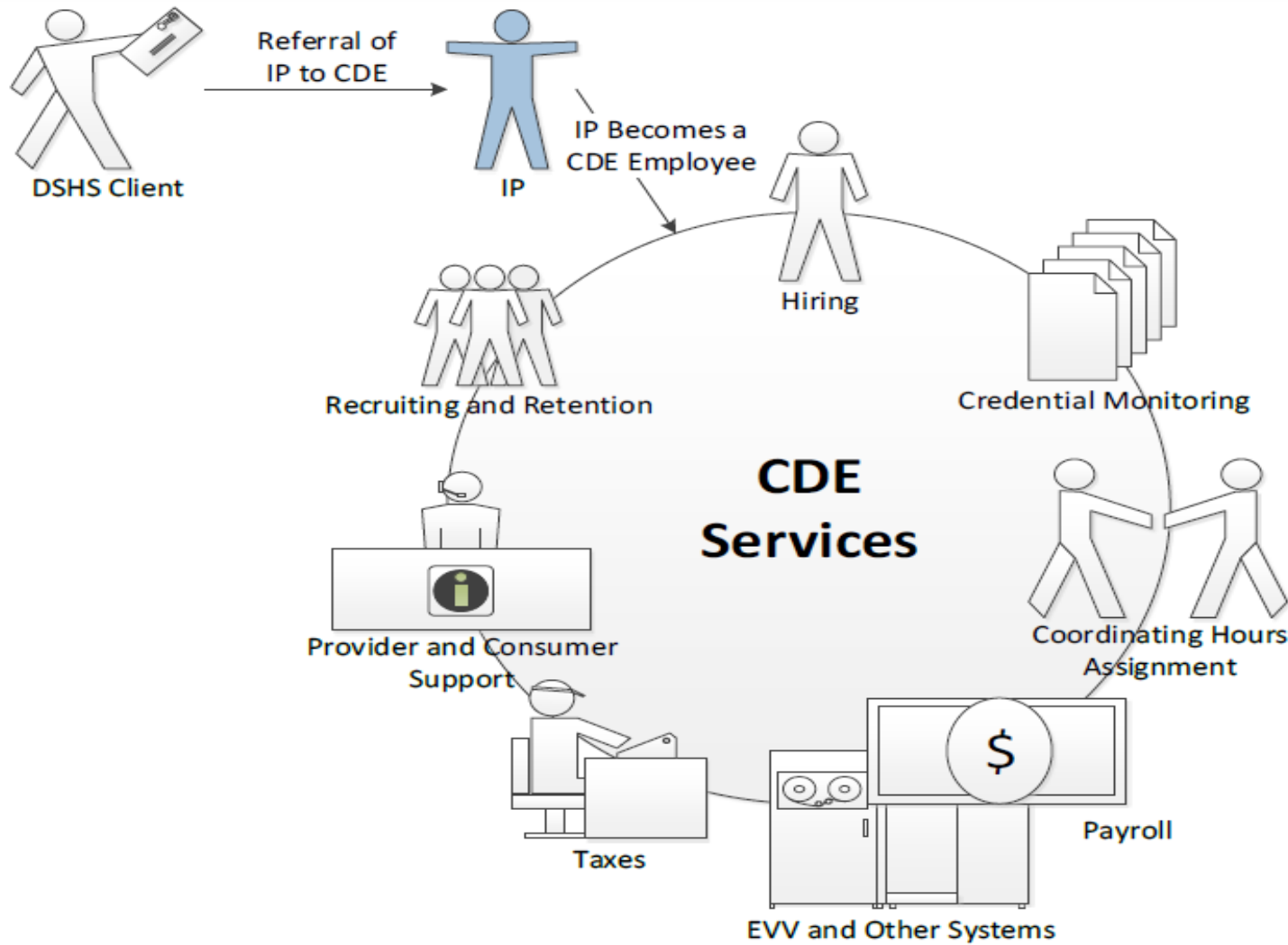
Phase 2: Clients and ~30,000 associated IPs

Participating Counties

-  • Adams
- Asotin
- Benton
- Chelan
- Clallam
- Clark
- Columbia
- Cowlitz
- Douglas
- Franklin
- Garfield
- Grant
- Grays Harbor
- Jefferson
- King
- Kittitas
- Klickitat
- Lincoln
- Okanogan
- Pacific
- Skamania
- Snohomish
- Wahkiakam
- Walla Walla
- Yakima

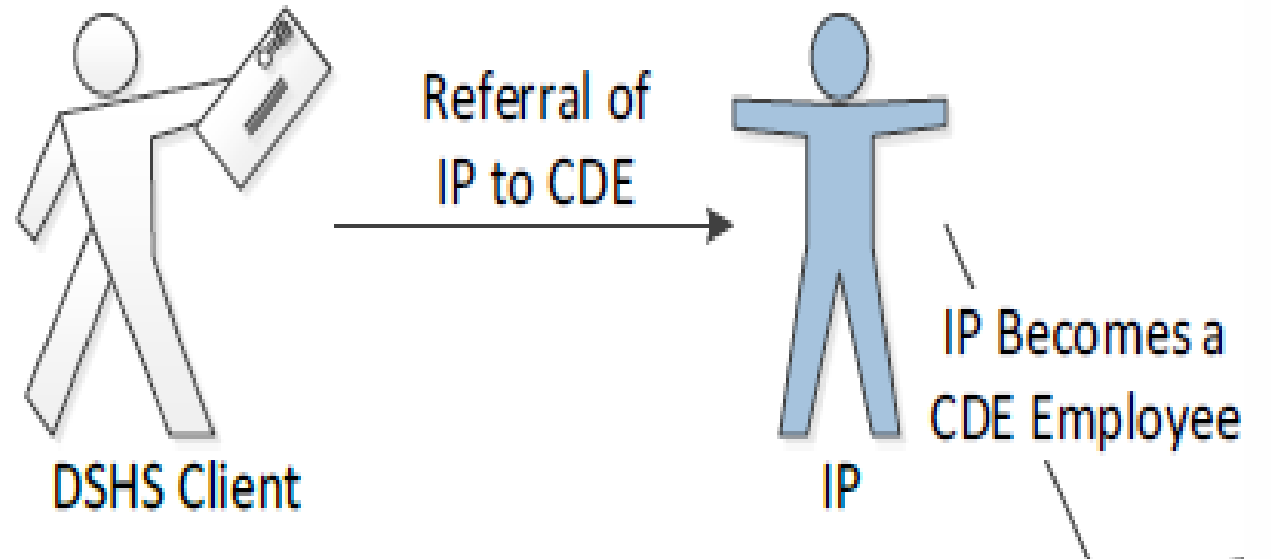
Initial Communication: **January 1, 2022**
Time Capture: **April 1, 2022**

CDE, IPs & client interactions



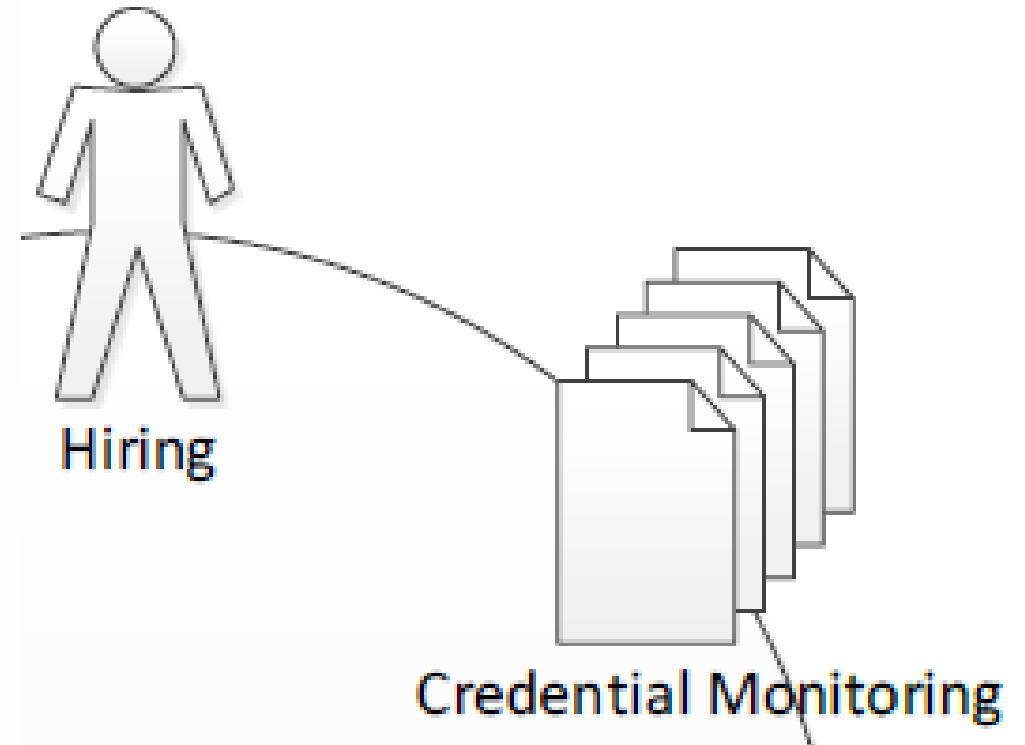
IP referral process

- Case manager makes authorization to the CDE
- Client tells IP to apply with the CDE
- IP applies and passes screening

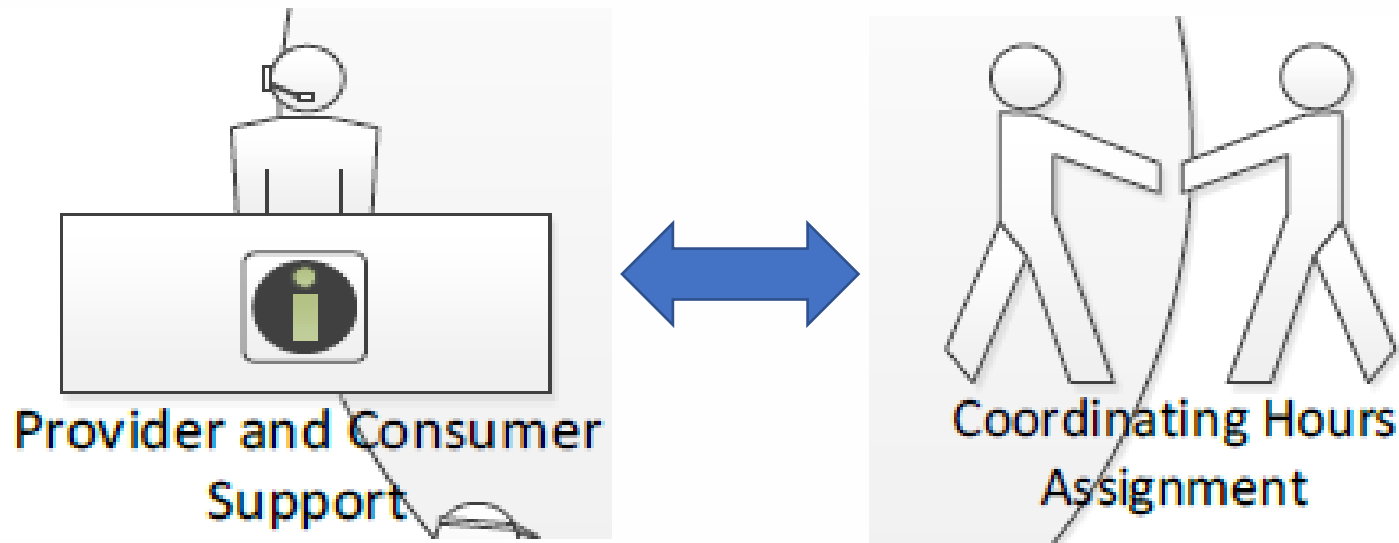


IP hiring process

- IP will complete the CDE's new hire paperwork & any new employee training
- The CDE will also verify the IPs credentials and will monitor ongoing



IP hours and schedule

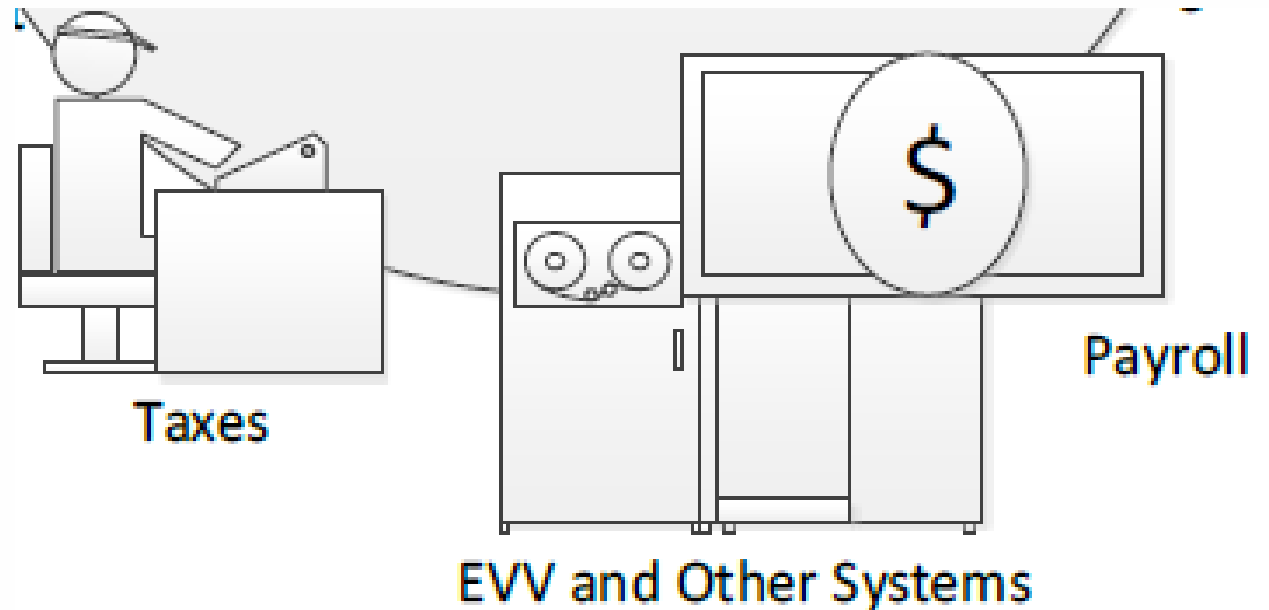


see Talking Point #21

- Clients will coordinate their IP's hours & schedule with the CDE **not** with DSHS
- The CDE will have
 - ✓ a call center
 - ✓ 250 customer service representatives & service coordinators statewide
 - ✓ 3 physical locations

Customer service

- As employees of the CDE, IPs will refer all job related questions to the CDE **not** to DSHS



IP recruitment



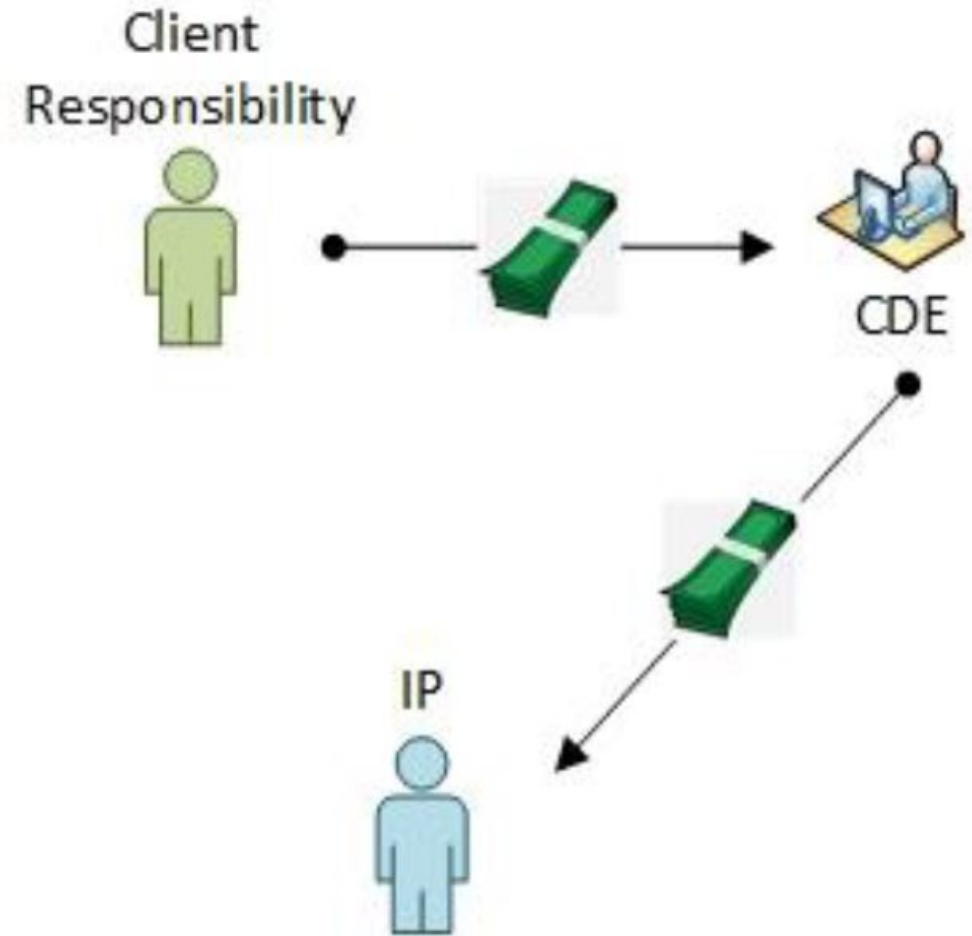
- The CDE will be responsible for Home Care Referral Registry (HCRR) activities
- The CDE will work on increasing the number of IPs available for work

(see Talking Point #9)

CDE and Client Responsibility

- Clients who are responsible for a portion of the cost of their care will **pay** their portion **directly to the CDE**
- The **CDE** will **pay IPs directly** for all hours worked
- As the legal employer for IPs, labor laws require the CDE to pay IPs for **all** hours worked which includes the amount owed by those clients who have client responsibility

(see Talking Point #13)



Client transition to CDE overview

- ❖ Clients will remain as the managing employer and can select, schedule, supervise and dismiss their IPs
- ❖ Clients will continue to work with existing Case Managers
- ❖ Client service amounts will continue to be determined through the CARE assessment
 - After the assessment is complete, the Case Manager will authorize hours to CDWA rather than to the IP

Client changeover

5 STEPS Client Changeover to CDE



1.

Receive Notification

Receive initial communication from CDWA.



2.

Begin Transition

Log in to the CDWA web portal using your user name and temporary password. Begin Client changeover documents.



3.

Submit Client Agreement

Complete the Client Service Agreement.



4.

Check with IP

Check with your IP(s) that they've submitted their employment documents to CDWA.



5.

Start with CDWA

Services begin with CDWA on your designated phase start date. Your IP(s) can start submitting hours and tasks when they have received their Okay to Work date from CDWA.

IP transition to CDE overview

- ❖ IPs will be hired by CDWA, not contracted with DSHS
- ❖ IPs will not have to reapply for their job
 - Most employment information will transfer to CDWA
 - There will be CDWA new employment-related documents and orientation to complete
 - Employment-related orientation is paid time
 - Completing employment-related documents is **not** paid time.
- ❖ CDWA is obligated to complete background checks when background checks have expired or will expire (per State of Washington criteria)

IP changeover

5 STEPS Individual Provider (IP) Transition to CDE



1.

Receive Notification

Receive initial communication from CDWA.



2.

Begin Transition

Log in to the CDWA web portal using your user name and temporary password. Begin the transition hiring process.



3.

Submit Employment-Related Documents

Submit your employment-related documents. You will be an employee of CDWA once we process your completed documents.



4.

Complete CDWA Employment Orientation

Complete paid self-service employment orientation. You will receive an overview of policies and procedures. Learn how to submit your time and where to find employee resources.



5.

Get Ready to Work

We will issue you an Okay to Work Date. This date will tell you when you can begin submitting your hours and tasks to CDWA. You cannot submit hours and tasks until on or after the Okay to Work date, and your Client has transitioned to CDWA.

How CDWA will support

Clients, Authorized Representatives, and IPs

Three Offices

- ❖ Federal Way
- ❖ Lacey
- ❖ Spokane

Customer Service Center

- ❖ Technology-based questions/issues
 - CDWA web portal
 - Electronic Visit Verification (EVV) questions

Service Coordinators

- ❖ Located statewide
- ❖ Help with:
 - Hiring
 - Work Week Limits
 - Payroll
- ❖ Support Clients and IPs with limited English proficiency

CDWA support offices



SERVICE REGIONS

- NORTHWEST**
 Whatcom
 Skagit
 Snohomish
 San Juan
 Island
 King
- SOUTHWEST & PENINSULA**
 Clallam
 Jefferson
 Mason
 Kitsap
 Grays Harbor
 Pacific
 Wahkiakum
 Cowlitz
 Clark
 Skamania
 Klickitat
 Pierce
 Thurston
 Mason
 Lewis
- EASTERN**
 Okanogan
 Stevens
 Chelan
 Lincoln
 Kittitas
 Adams
 Yakima
 Franklin
 Columbia
 Asotin
 Ferry
 Pend Oreille
 Douglas
 Spokane
 Grant
 Whitman
 Benton
 Walla Walla
 Garfield

Ways IPs can get ready now!



Review IPOne to ensure your info is current:

- Phone number
 - Mailing address
 - Email address
 - Paid Time Off (PTO) balance
 - Cumulative Career Hours (CCH)
-
- Keep current on all required IP training & background checks
 - Respond promptly when you receive information about your transition to the CDE - Don't wait until the last minute!

No change to IP benefits

- IP benefits will **not** change upon transition to the CDE
- Benefits are determined based on the Collective Bargaining Agreement (CBA) at the time of transition to the CDE
- Questions regarding IP benefits will continue to be addressed by the Members Resource Center (MRC) just as they are today

CDE IP payroll

- Upon changeover to the CDE, IPs pay schedule will change to every other Friday
- As CDE employees, IPs will receive 26 pay checks per year instead of 24
- Pay periods will still begin Sunday at 12:00am & end Saturday at 11:59pm
- As an employee of the CDE, IPs will need to let CDWA know how they want to receive their pay
 - Electronic Funds Transfer (EFT) into the IPs bank account
 - Debit card

(See Talking Point #22)

Key takeaways

All IPs, including Parent Providers & Live-in IPs will:

- Become employees of the Consumer Directed Employer (CDE)
- Receive detailed information via email and/or U.S. mail from CDWA about 90 days prior to transition
- Complete CDWA's new hire employment documents to become employed
- Ensure their information in IPOne is **current** (email address, phone # and mailing address and PTO balances)
- Have **no change** to their: benefits, required training & background checks

Key takeaways

Reporting time

- Live-in IPs will **log** their time/tasks in to CDWA's **web portal** weekly
- Non live-in Parent Providers, **must use** CDWA's **EVV** app to submit their hours and tasks

Additional Resources

CDE resources

CDE Informational Webinars

Over the course of the project, we are hosting webinars to provide on-going updates and information to all interested individuals and organizations. Registration links are listed below and sent through GovDelivery notifications.

To view past webinar materials, see the [Materials and Resources](#) section.

2021 Webinar Dates and Times

Month	Time	Link to Register
January 21, 2021	03:00 - 04:00	Register here
February 16, 2021	10:30 to 11:30	Register here
March 18, 2021	3:00 to 4:00	Register here
April 20, 2021	10:30 to 11:30	Register here
May 20, 2021	3:00 to 4:00	Register here
June 15, 2021	10:30 to 11:30	Register here

On this page you can find information on the establishment of a Consumer Directed Employer in Washington state. Starting in 2018, this multi-year process will establish a contract between the Department of Social and Health Services and Consumer Direct of Washington (CDWA) to become the Consumer Directed Employer. This entity will serve as the employer for Individual Providers of in-home personal care and respite in Washington state. When the Consumer Directed Employer contract goes into effect, CDWA will handle the credentialing, payroll and other employer responsibilities currently managed by the Aging and Long-Term Support Administration, Developmental Disabilities Administration and the Area Agencies on Aging. Consumers will continue to select, schedule, supervise, and dismiss their Individual Providers.



- [Questions & Answers - NEW](#)
- [Materials & Resources](#)
- [Government to Government Consultation](#)
- [Electronic Visit Verification](#)

<https://www.dshs.wa.gov/altsa/CDE>

Questions

Upcoming CDE webinars:

6/15 @ 10:30am

7/22 @ 3:30pm

8/17 @ 10:30am

Register for upcoming webinars at:

<https://www.dshs.wa.gov/altsa/CDE>

Email questions to:

CDE@dshs.wa.gov

Stay Connected

Sign up for Email Updates: *select Consumer Directed Employer*

AL TSA

<https://public.govdelivery.com/accounts/WADSHSAL TSA/subscriber/new>

DDA

<https://public.govdelivery.com/accounts/WADSHSDDA/subscribers/new>

Visit the CDE Public Website

<https://www.dshs.wa.gov/alt sa/CDE>

Visit CDWA's Website

ConsumerDirectWA.com

Transforming
Lives

Questions?

**Email the CDE Project
Team directly:**

CDE@dshs.wa.gov

New Employer for Individual Providers



How will this benefit IPs?

- More options for recording hours worked (mobile device, computer connected to the internet, telephone call or in-home device)
- Assistance with payment, training and credentialing
- Face-to-face assistance
- Assigned Service Coordinators
- Growth and retention of workforce

Where can I get more information?

Stay Informed about the CDE Project
www.dshs.wa.gov/altsa/cde

- Sign up to receive Consumer Directed Employer updates by email.
- Sign up to attend a monthly informational webinar or stakeholder meeting.
- Review the latest Materials & Resources.

Contact Us

Email:
CDE@dshs.wa.gov

Web:
www.dshs.wa.gov/altsa/cde



Consumer Directed Employer

What is happening?

In 2021, Consumer Direct Washington (CDWA), a private company, will become the Consumer Directed Employer (CDE) in Washington State. CDWA will be the employer of all the Individual Providers (IPs) who care for clients receiving services from the Department of Social and Health Services (DSHS).

Who will this affect?

This will affect IPs who are contracted with DSHS and clients who receive a service from an IP.



What will change?

- IPs will be employees of the CDE and will no longer contract with DSHS.
- Authorizations will be made to the CDE instead of IPs.
- The CDE will issue payment to IPs.
- Clients and IPs will contact the CDE with IP-related questions.
- Client responsibility will be paid directly to the CDE.
- Clients will work with the CDE and IP on assignment of authorized hours.
- The CDE's system will support Electronic Visit Verification (EVV).
- Paydays will be every other week.
- The CDE will have an issue resolution process for clients and IPs.

What will stay the same?

- Clients are the managing employer and determine who provides care and when services are scheduled.
- Work week and overtime limits
- Case manager assessing benefit level and authorizing services
- DOH credentialing, training and background check requirements
- Rate of pay and benefits

What are the next steps?

1. Keep your personal information current in IPOne, including mailing and email address.
2. Stay current with training and background checks.
3. If not already receiving electronic payments, sign up for electronic funds transfer (EFT) to your bank account or choose to receive an ALINE Pay debit card.
4. Attend CDE webinars to stay up to date.
5. Stay connected to know when changes will occur.



CDE Questions & Answers condensed version

This is a condensed list of answers to questions received about the Consumer Directed Employer. For full version see: <https://www.dshs.wa.gov/altsa/stakeholders/consumer-directed-employer-materials-and-resources>

Consumer Directed Employer (CDE):

- State legislature passed ESSB 6199 in 2018 mandating creation of a CDE
- Consumer Direct Care Network of Washington (CDWA) is the contracted vendor who will become the CDE and legal employer of Individual Providers (IPs) in 2021
- CDWA provides IPs one place for all administrative needs (payroll, taxes, tracks training & certification, track background checks)
- CDWA will remove administrative IP related work from case managers; affords case managers more time with clients and case management related tasks

Client Participation (a.k.a. Client Responsibility):

- Client income eligibility determines clients monthly participation towards the cost of their Medicaid services (DDA clients do not pay client participation)
- Clients will pay their participation directly to CDWA instead of the IP, regardless of their relationship
- CDWA will pay IPs for all hours worked; CDWA will collect the client's responsibility after IP services have been provided
- CDWA will work with clients who are having challenges paying their responsibility, but may eventually stop services if the client does not pay their portion

Carina/Home Care Referral Registry (HCRR):

- Carina will continue to be an online database available for matching clients and IPs
- CDWA will have staff who will assist clients and IPs with using Carina and matching client needs to available providers

Clients and Individual Providers (IPs):

- Clients will continue to select, direct, and dismiss their individual providers
- CDWA will be responsible to work with clients to assign caregiving tasks and hours to their IPs based on the plan of care, including nurse delegation
- CDWA will provide training to clients regarding the transition to CDE
- Clients can choose in-home care from an IP through CDWA or, through a Home Care Agency
- CDWA will have a call center and dedicated Service Coordinators to communicate with clients and IPs, help with the hiring process, and resolve escalated problems

Individual Provider Employment:

- Qualified IPs, in good standing with their credentials, with active authorization to provide services to DSHS clients will become employees of CDWA and will complete a hiring process with CDWA

CDE Questions & Answers condensed version

- IP wage, background check, training, certification requirements, and Work Week Limits remain same
- DSHS and CDWA will pilot the changeover to CDE with a small group of IPs prior to the broader rollout
- The IOne system will go away after all IPs are converted to the CDE; CDWA will manage IP payroll

Case Management:

- AL TSA and DDA leadership are committed to retaining staff whose work is affected by CDE implementation
- Caseloads are not anticipated to increase as a result of CDE implementation
- Authorizations for the total number of eligible hours will be made to the CDE rather than to the IP(s)
- The CDE will be responsible to sign the DDA Person Centered Support Plan (PCSP) or, the AL TSA Service Summary
- CDWA will have a call center and Service Coordinators to communicate with case management as needed

Electronic Visit Verification (EVV):

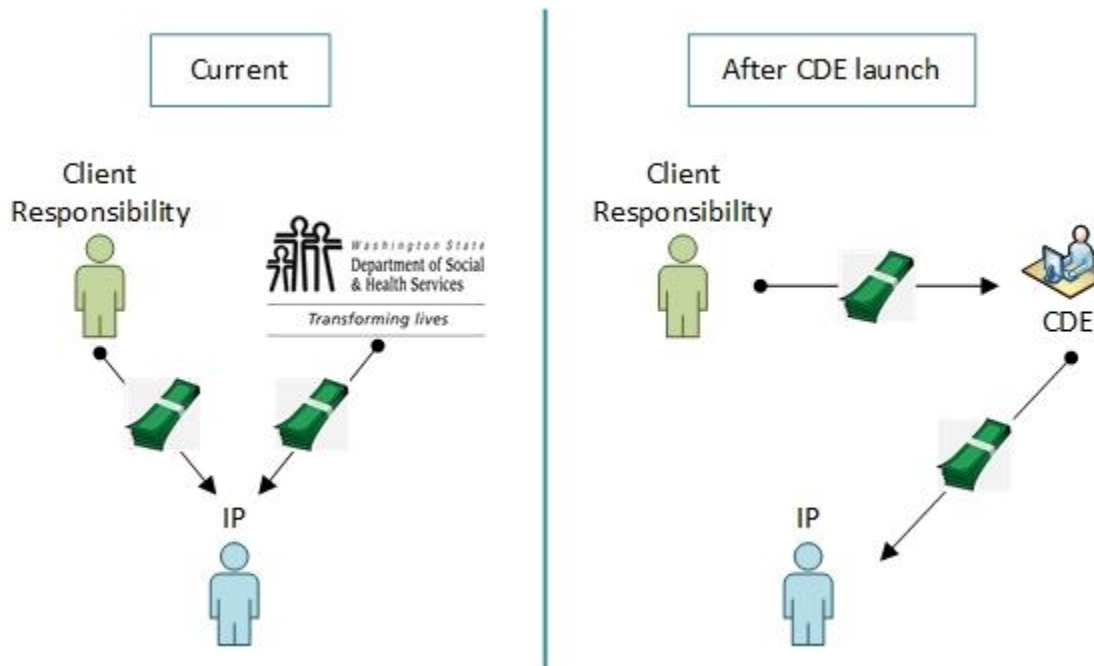
- CDWA will implement the Electronic Visit Verification (EVV) system for IPs
- **IPs who live with the client** to whom they provide services will **not be required to use EVV** for clocking in/out and capturing location of services. Instead these IPs will report their hours and tasks worked on a weekly basis
- **IPs working for a client they do not live with, will use EVV** to record hours/services provided including clocking in/out and recording tasks performed
- IPs with more than one client in a home can only be on the clock for one client at a time

Consumer Directed Employer (CDE) Project Talking Points #13 – Client Responsibility (Participation)

How will client responsibility be paid when the CDE is operational?

Client responsibility refers to the amount of money some, but not all, clients must pay toward the cost of their care each month. Currently the client pays the assigned cost of care amount directly to the Individual Provider (IP). Medicaid then pays the IP the remaining amount.

Once the CDE becomes the IP's employer, labor laws require the CDE to pay providers for all hours worked. To do so, the CDE will pay the IP the total amount due and collect the client responsibility amount directly from the client. Clients will pay their assigned cost of care amount directly to the CDE.



Stay Engaged and Informed about the CDE project!

Visit the [CDE website](http://www.dshs.wa.gov/altsa/cde) at www.dshs.wa.gov/altsa/cde to:

- Sign up to receive **Consumer Directed Employer** updates by email
- Sign up to attend a monthly informational webinar or stakeholder meeting
- Review the latest Materials & Resources



For more information:
Contact the CDE Project Team at
CDE@dshs.wa.gov

**Consumer Directed Employer Project
Talking Points #9 – Home Care Referral Registry
(HCRR) and Carina**

What are the Home Care Referral Registry (HCRR) and Carina systems?



HCRR

- ✓ Free, web-based search and match tool
- ✓ Staff assist IPs and clients
- ✓ Connects In-Home providers with those who need In-Home services
- ✓ 13 locations/offices across the state

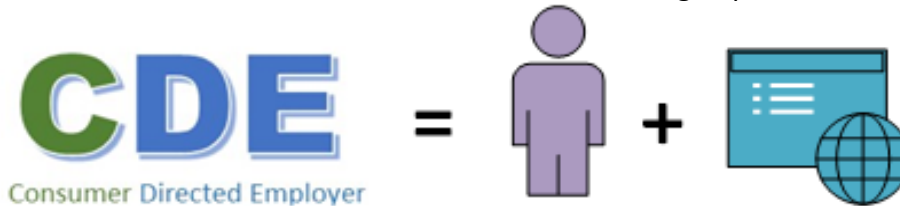


Carina

- ✓ Free, self-service website
- ✓ In-Home providers and clients seeking In-Home services can meet online
- ✓ Easy to navigate and draw from existing workforce

What happens when the CDE is implemented?

The CDE will absorb the HCRR work and will assist clients and IPs to use Carina to find matches. CDE staff will be available across the state to assist clients and IPs to sign up in the Carina system.



Questions? Contact Kelly Hudson, ALTSA Multi-Program Manager and Policy Analyst
Email: HudsoKA@dshs.wa.gov

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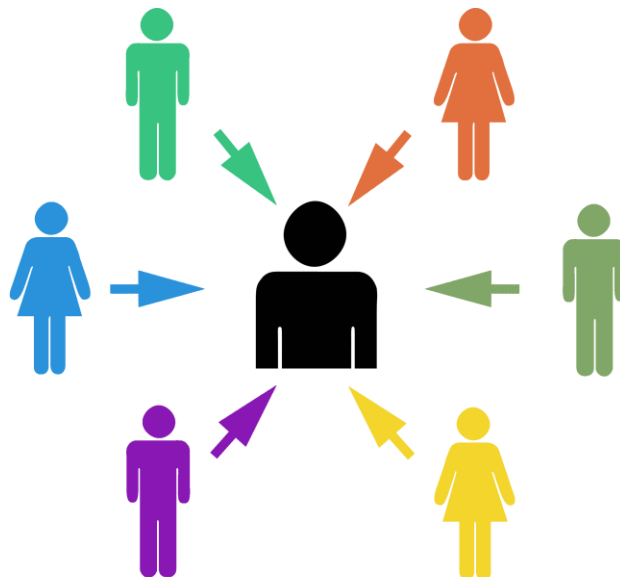
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Consumer Directed Employer (CDE) Project Talking Points #21 – The Service Coordinator model

What is the Service Coordinator model?

As the CDE vendor, Consumer Direct Care Network Washington (CDWA) will have a call center where most Individual Provider (IP) questions will be answered. CDWA has also identified a new way that an IP can get assistance.

In addition to the call center, CDWA will have dedicated Service Coordinator to assist IPs in handling issues that the call center cannot. The Service Coordinators will be assigned to IPs and will be able to assist IPs as needed with work related issues.



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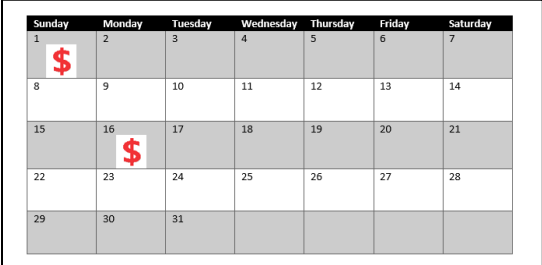

For more information:
Contact the CDE Project Team at
CDE@dshs.wa.gov
May 2020

Consumer Directed Employer (CDE) Project Talking Points #22 – Pay date changes

How will pay dates change for Individual Providers (IPs)?

Based on the current Collective Bargaining Agreement (CBA), when IPs become employees of the Consumer Directed Employer their pay dates will change from the 1st and 16th of the month to **every other Friday**.

The table below highlights what's changing and what isn't:

CURRENT	AFTER IMPLEMENTATION	CHANGE?
Monthly hours (regardless of number of days in the month)	Monthly hours (regardless of number of days in the month)	No
Pay dates are 1 st and 16 th of every month	Pay dates change monthly – every other Friday	Yes
Number of pay days = 24	Number of pay days = 26	Yes
Wage per hour determined by Collective Bargaining Agreement	Wage per hour determined by Collective Bargaining Agreement	No
Pay check amount based on approximately 15 days of work (varies based on the number of days in a month and number of hours worked a day)	Pay check amount based on 14 days of work	Yes
		Yes

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